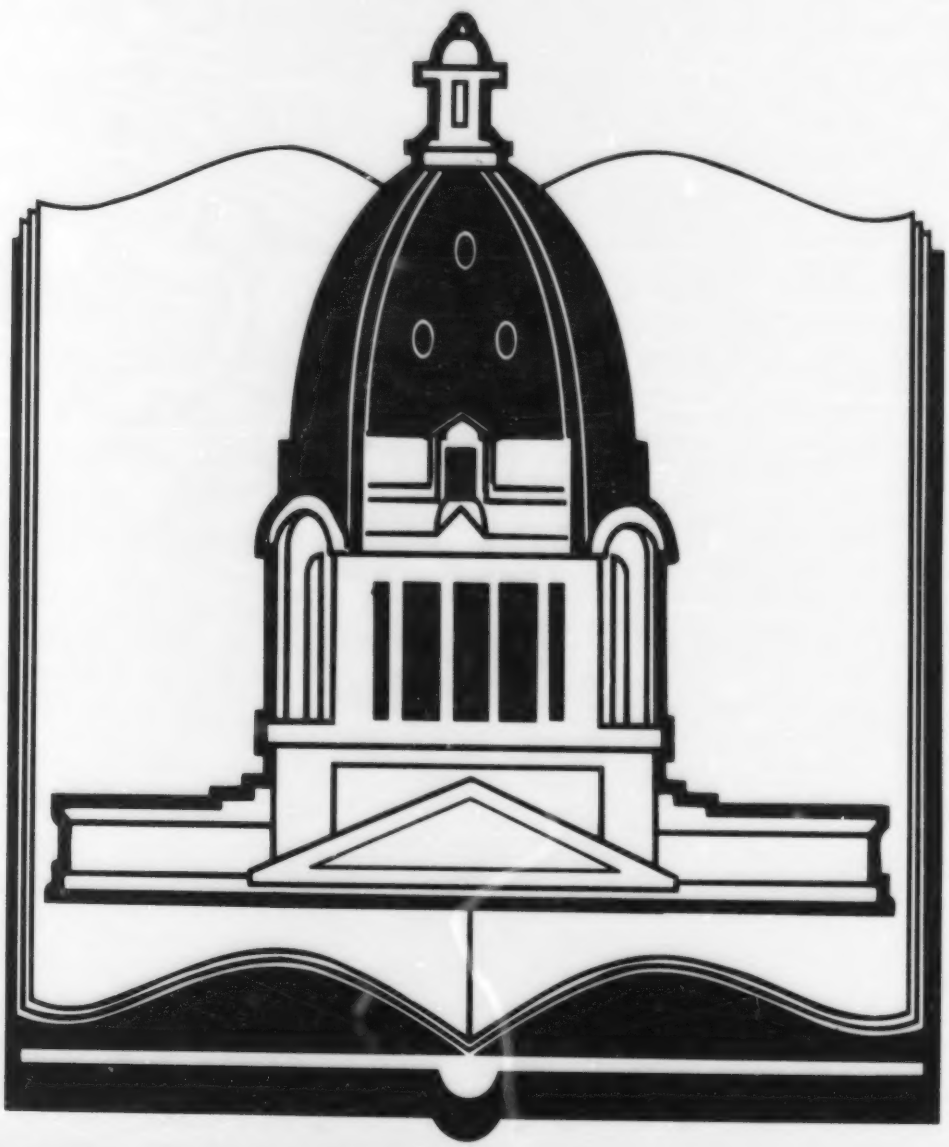
Saskatchewan
Legislative
Assembly

Report

Saskatchewan Legislative Library

for the period ending March 31, 2000



Cover Picture: The Legislative program symbol designed in 1992.

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Saskatchewan
Legislative Library

Office of the
Legislative Librarian

SASKATCHEWAN

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May 31, 2001

The Hon. Myron Kowalsky
Speaker of the Saskatchewan Legislative Assembly
Room 129 Legislative Building
Regina, SK
S4S 0A2

Dear Mr. Speaker:

I am pleased to present to you the Library Report for tabling in the Legislative Assembly.

During the two years covered by this report, the Legislative Library has been pre-occupied in physical moves of staff and collections, mostly in response to requirements of the Legislative Building Restoration Project. At the same time we have made special effort to provide the high quality service which our clients expect.

This report represents the first time the entire report, apart from the covers, has been produced in-house by the Library. Special recognition is due to Traci Willis Administrative Assistant in the Legislative Librarian's Office for her skill and creativity in achieving this result.

The report continues to be produced on acid free permanent paper.

Highlights of the Report Years

- **Extensive re-organization of staff accommodation in the Legislative Building as well as relocation of the Support Services Section to the Walter Scott Building resulting from Legislative Building Restoration Project.**
- **Major re-organization of library collections to accommodate the loss of stack areas in the Legislative Building**
- **Installation of high-density mobile shelving in the closed library stack area in the Walter Scott Building.**
- **Classification review of all staff positions to bring them into alignment with the new Saskatchewan Government classification system.**

Sincerely,

Marian J. Powell

Marian J. Powell
Legislative Librarian

MJP/tw

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I Services to the Legislative Assembly

The mandate of the Library is to provide library services to the Legislative Assembly. The Legislative Library is governed by Section 68.4 of *The Legislative Assembly and Executive Council Act* and by the *Rules and Procedures of the Legislative Assembly.*

The Legislative Library retains a traditional role to provide access to its unique resources to the public of Saskatchewan and the provincial public service. Given this broad mandate, the Library has worked to clarify priorities and policies to ensure priority to Members and Officials of the Legislative Assembly. (see Appendix C: Legislative Library Clientele and Service Policy)

Priority Service to MLAs

The Library strives to serve all sectors of its mandate, while giving priority to legislative clients. Twenty four hour access is available to MLAs through the library answering machine, fax machine and Internet e-mail (reference@legassembly.sk.ca.) Members of the Legislative Assembly receive priority over any other clients in determination of work scheduling. This reporting period has seen the amount of service sought by and delivered to individual MLAs, their staffs and Legislative Officials remain relatively stable.

Traditionally, it has become the norm that demands of the Legislature on the Reference and Members Services Section increase in the period immediately following the election of a new Legislature, and in the period leading up to an election the reverse is true. The Election of 1999 has proved to be no exception.

Changing Demands of Legislative Reference Work

The nature of reference work and the environment of the Reference Services Section have changed profoundly in recent years. More information sources, higher client expectations, and especially, more reliance on new electronic technologies have created an environment that never seems to rest. This information climate places new pressures on reference librarians in supporting Members' information needs.

A host of electronic resources, including commercial online databases, CD-ROMs and the Internet, have been added to the traditional sources consulted by the librarians. It is interesting to note that rarely is one reference source replaced when others are established. Librarians are faced with the realization that the information is accessible from many sources both within and beyond the confines of the Library.

Developing the strategies to meet the information needs of clients now requires more time and places greater demands on staff to obtain the best possible results for the client. In fact, more time is spent with each question because of the enhanced searching capabilities electronic resources provide. This means that although the numbers of questions may not be increasing, the workload and time required for handling information requests has risen. A priority for the Library will be a review of service measures to assess the workload issues more meaningfully.

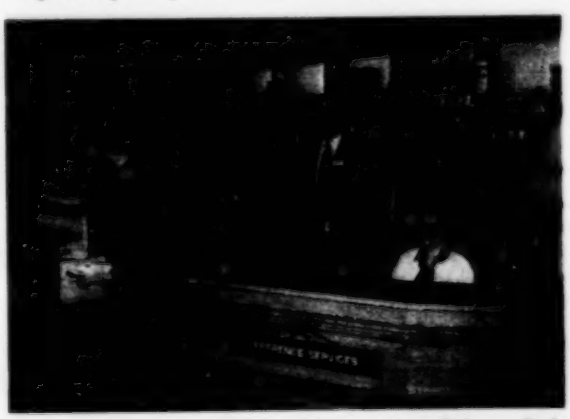
Library Orientations

The Library looks for ways to assist Members of the Legislative Assembly and their staff to access library services efficiently in their work. During the report period short orientation sessions were given to individual Members as requested, caucus research staff from all caucuses, new staff in several Ministers Offices, new legislative staff and research staff working for Legislative committees.

In April 1999, a special evening library orientation session was conducted for the Speaker of the Legislative Assembly, the Hon. Glenn Hagel. Staff demonstrated the searching capabilities of the Library's electronic catalogue *Voyager* and the new electronic resources available in the Legislative Library through the province-wide licensing agreements to which the Legislative Library is a partner.

New Ergonomic Reference Desk

The Library was closed from February 19 to February 23, 1999 to allow the installation of the re-designed reference desk. The new desk shown below incorporates some highly desirable features including a lowered counter section to accommodate wheelchair users, improved ergonomics for staff computer workstations, and improved privacy for client consultations.

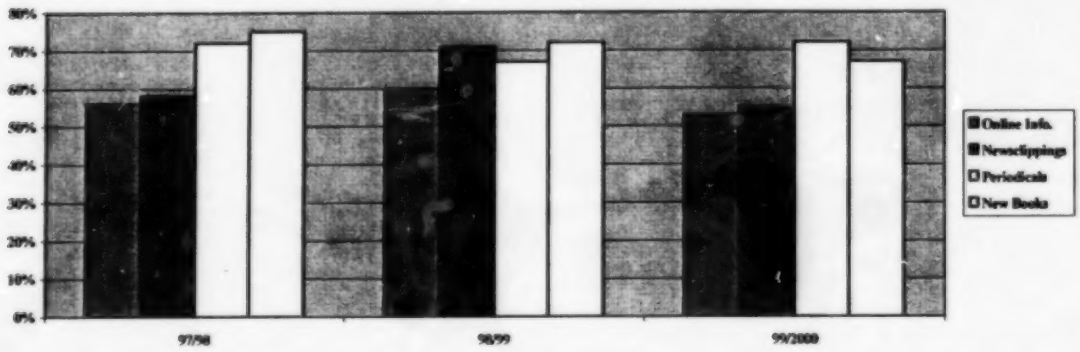


Reference Librarians at new Reference Desk

Members' Current Awareness Services

The Legislative Library has enhanced the non-partisan library research available to MLAs though a profiled current awareness service offered to the individual Member. The Members' Services Librarian works with the individual MLA to determine a profile of public issues on which he or she wishes to keep current. Packages of information including newspaper clippings, magazine tables of contents, or new book title pages dealing only with those issues, are provided to the MLA on a weekly basis. As responsibilities change in terms of cabinet, caucus, shadow cabinet and committee responsibilities, profiles are reviewed and updated.

MLAs Registered for Current Awareness Service



The Provincial General Election of September 1999 had a significant impact on current awareness service use. Current awareness services to sitting MLAs are suspended at the call of the election until the end of polling day. The Members' Services Librarian then consults with new and returning members to establish their services. This frequently takes a considerable period of time. The full two-day general orientation usually held for new Members after the election was interrupted by events, with only one day completed. Scheduled for the second day, the library lost a valuable opportunity to introduce Members to services, which resulted in slower service sign-up and a smaller number of current awareness products provided through all services for that period.

Online Information

The library uses commercial online data vendors including Infomart, Dow Jones Interactive, Lexis/Nexis, and Dialog to provide this service. Weekly formatted subject profiles are run against relevant specialist computer files and provided to Members. This service has remained relatively stable during this reporting period with 32 clients requesting the Online Information service in 1998/1999 and 31 clients in 1999/2000.

Newspaper Clipping Service

Members often describe the Newspaper Clipping Service as their favourite service. This service provides on a weekly basis newspaper clippings matching issues identified on the Member's interest profile gathered from the four daily Saskatchewan newspapers: *The Star Phoenix*, the *Leader-Post*, the *Moose Jaw Times-Herald* and the *Prince Albert Daily Herald* as well as the *Western Producer*. This service also remained stable in the report period with an average of 32 Members (1998/99) and 31 Members (1999/2000) registered for this service, even though the number of subjects searched weekly declined over the period.

In October 1999 the Library implemented several changes to its newspaper clipping processes to bring them into compliance with the new Copyright Act and Regulations. The Legislative Assembly is included in the Saskatchewan Government's agreement with the Canadian Copyright Agency (CANCOPY). A special fee is paid to authorize the copying involved in the Newspaper Clipping Service. The Library purchases two additional subscriptions to each of the papers included in the clipping service in order to increase the number of original clippings. At the same time, decisions were made to rationalize the subject headings under which the clippings are organized.

Periodical Contents Service

A magazine title page service is also offered to Members. The Members Services' Librarian consults with the MLA to determine which magazines he or she wishes to review regularly. Copies of the title pages of those journals are provided to the Member on a weekly basis as the Library receives the periodicals. The Member returns the sheets indicating articles he or she wishes to read. Registered clients for this service in

1999/2000 averaged 39 each month, down from an average of 42 registered clients in 1998/1999. In 1998/99, 1024 full articles were requested by registered clients as a result of the periodical alert—a record for this service.

New Book Alert

New additions to the library collection, including government publications and pamphlets, are reviewed against the Member's Interest Profile, and notices of relevant material are provided in the weekly current awareness packages. At the time of dissolution for the election in September 1999, 37 clients were registered for the New Book service. By the end of the 1999/2000 fiscal year 37 new or returning Members had been added or re-established for this service.

Parliamentary Conference Information

Saskatchewan MLAs attending Commonwealth Parliamentary Association and other legislative conferences are provided with kits of background documents dealing with procedural and topical information appropriate to the conference program. The information generally takes the form of current magazine, book and newspaper articles representing a balance of opinion on the topics under discussion in the particular conference.

In 1998/99, information was provided for ten parliamentary conferences with 34 Members and Clerks receiving kits. In 1999/2000 eight information kits were prepared for seven parliamentary conferences with 28 Members and Clerks receiving kits. A package of information was also produced for a delegation involved in a legislative exchange with Germany. It is interesting to note that during the 1998/1999 parliamentary conference season, 50 topics were researched while 43 were researched in 1999/2000. A full list of the conferences is found in Appendix B..

Services to Legislative Committees

In the past, the Library has provided information and current awareness services to a number of committees including the Public Accounts Committee, Crown Corporations Committee, Environment Committee, The Special Committee on Rules and Procedures and the Standing Committee on Municipal Law. In recent years, the Library has defined a role in the support of special committees of the Legislature. Specifically, the Library has provided current awareness services to the following special committees:

Special Committee on Tobacco Control

Established to review the impact of tobacco use on youth, tobacco control legislation, tobacco use bylaws and enforcement strategies, the Committee first met on December 14, 1999. The Library provided temporary workspace for the Committee Research Officer, Tanya Hill and participated in her orientation sessions in late January, 2000. As the result of attendance at the Committee's early sessions and a meeting with Tanya Hill, the Members' Services Librarian developed an interest profile for current awareness services including newspaper clippings and new book alerts. The Committee researcher also made extensive use of the Library's reference and interlibrary loan services.

Special Committee to Prevent the Abuse and Exploitation of Children Through the Sex Trade

The Committee's mandate is to address and make recommendations to stop the abuse and exploitation of children through the sex trade within Saskatchewan. The first meeting was held on December 17, 1999. The current awareness services provided to the Committee included the newspaper clippings and new book alerts.

Services to Legislative Officials and Staff

One client group that is often overlooked in our reporting but not in our service, consists of our colleagues in other staff areas of the Legislative Assembly Office and the Speaker's Office as well as other Legislative Servants such as the Information and Privacy Commissioner and Conflict of Interest Commissioner, the Children's Advocate, the Ombudsman and the Provincial Auditor. During the report period the Chief Electoral Officer legislation was changed to bring that office into the Legislative Assembly. On the appointment of a new Information and Privacy Commissioner and Conflict of Interest Commissioner, Mr. Gerald Gerrand, the Legislative Librarian met with the new Commissioner to determine his information needs. Background information was compiled as requested, and an electronic compilation of web pages and contacts with other jurisdictions was delivered to his office.

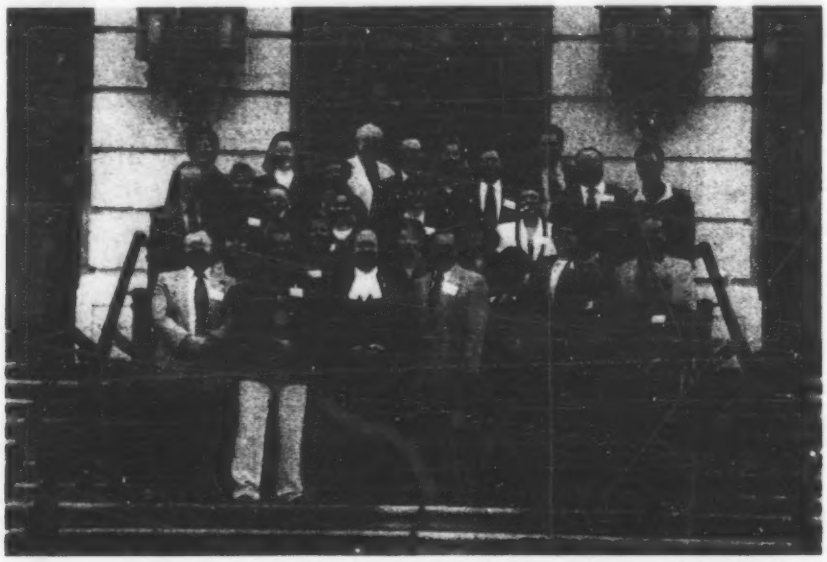
Speaker's Outreach Program

The Saskatchewan Speaker carries out an outreach program to schools with the purpose of increasing the understanding of parliamentary democracy, increasing the level of respect for the institution, and increasing the awareness of service in public office as an honourable career choice. The Library provided his office with a local weekly newspaper monitoring service for coverage of the approximately 75 visits over this report period.

Saskatchewan Social Sciences Teachers' Institute

From April 19th to April 21st 1999 the Saskatchewan Legislative Assembly held the first Saskatchewan Social Sciences Teachers' Institute on Parliamentary Democ-

racy (SSTI) hosted by the Speaker. Modeled on the Teachers' Institute on Canadian Parliamentary Democracy which is held each year and hosted by the Speakers of the House of Commons and Senate in Ottawa, the SSTI is entirely focused on the Province's unicameral legislative process. The 1999 Institute was attended by twenty-four teachers from around the province, and four steering committee members from the Department of Education. The Legislative Library's involvement included the construction of a web page of Internet resources on the topic of parliamentary democracy, the preparation of an extensive bibliography on parliamentary democracy and the preparation of a display of library materials. Research was also done for two of the Institute's information sessions: *The Role of Special Interest Groups in the Canadian System of Government* and *The Role of the Media.*



Saskatchewan Social Sciences Teachers' Institute Delegates with Speaker Hagel

Hansard Intranet Site

At the request of the Hansard Director and in order to enable the Hansard staff to make better use Internet resources in their work, the Electronic Resources Librarian designed a specialised internal Web page between January and March 1999. She held a training session for all the Hansard staff giving an introduction to use of the Internet as well as some helpful hints for searching and navigating the site. The maintenance of the web page was left in the hands of the Hansard staff.

Parliamentary Librarians Listserv

In July 1998 Marian Powell presented a proposal at the Association of Parliamentary Librarians in Canada (APLIC) Conference in Yellowknife to establish a listserv for members of APLIC to be hosted by the Saskatchewan Legislative Assembly using existing listserv software. This proposal was accepted at APLIC and the listserv was set up by Systems branch. The listserv is a closed discussion group to facilitate the Association's founding purpose of working co-operatively toward improved library services to parliaments through communication among the Directors of the Parliamentary and Legislative Libraries in Canada.

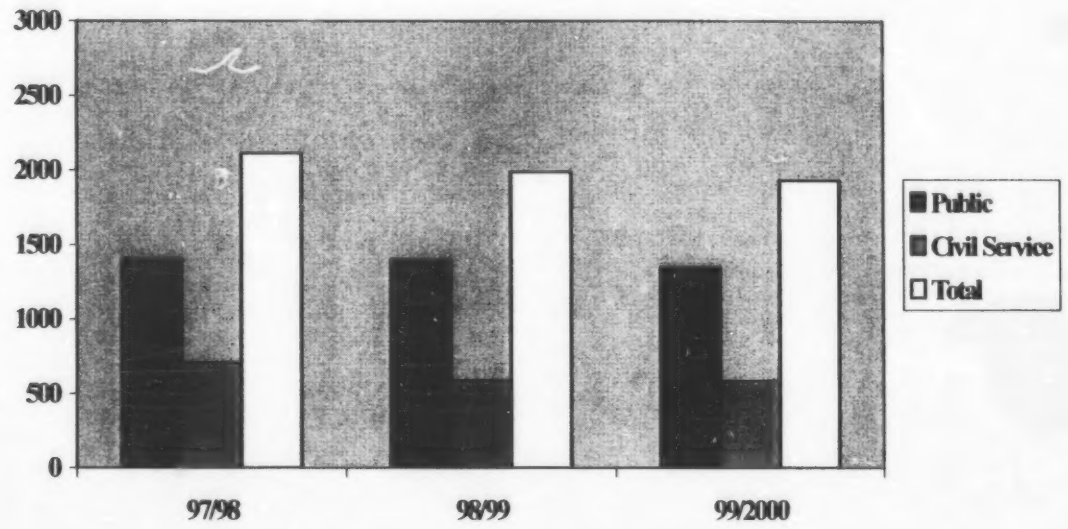
In the fall of 1999 it was decided to make a web page for APLIC so that the members could have user-friendly access to the APLIC listserv, as well as an online package of Association documents such as the Constitution, parliamentary and legislative library staff directory and special reports. Jeremy Phillips of Legislative Systems Branch designed the site around the Association logo provided in digital format by the Library of Parliament. Maintenance and update of the site became the responsibility of the Reference and Electronic Resources Librarian, Leslie Polsom.

II Services to the Public and Community Relations

Library Services to the Saskatchewan Public

The Legislative Library's first priority of service is to the needs of the Legislature. The Library also has a public mandate to provide its unique resources to the public of Saskatchewan and to the provincial civil service. In this work, it is the policy of the Library to help individuals determine the location of resources in their own locality or government department; however, where the Legislative Library holds unique resources or expertise, direct assistance is given. Anyone may consult library materials on-site in the Reading Room, with photocopying available at cost. The library is mandated to serve the public of the province above service to the provincial government and the annual service statistics reflect this reality.

Public Use of Reference Services



Saskatchewan News Index

The Legislative Library and the Saskatchewan Archives provided copyright permission for their paper product, the Saskatchewan Newspaper Index, covering news items from various Saskatchewan daily newspapers 1883 – 1983, to become part of a digital resource called the Saskatchewan News Index prepared and hosted by the University of Saskatchewan Library on their website. Over the last 3 years various paper and electronic indexes to Saskatchewan newspapers were scanned into this central source giving Saskatchewan people indexing to Saskatchewan news for the period 1883-1997 (scattered years missing). The University of Saskatchewan Library is adding more indexing as the indexing institutions makes it available to them.

It is ironic to note that firewall issues required the Legislative library set up Sympatico accounts for selected computers in reference services to ensure access by the Library. Reference librarians received a training session on the use of the product from the Reference and Electronic Resources Librarian.

Visitors and Ceremonial Occasions

The Legislative Library receives many visitors each year including visiting dignitaries and children on school outings. Between April 1998 and March 2000, 69,545 public visitors to the Legislative Building toured the Library Reading Room. As a result of the temporary stack area established in the Reading Room due to the Legislative Building Restoration Project, ceremonial events were necessarily relocated to other parts of the Legislative Building for the duration of the project.

Public Servant Tours

The Library continued to be involved in the Public Servant Tours which bring many government staff to the Legislative Building and the library. During the period April 1998 to March 2000, six tours were offered to 173 government and legislative staff. Public servant tours provide the Library with an opportunity to outline the

work the Library does for individual Members, Officers of the House, public servants and the public. Public servants are also made aware of the artifacts located in the Reading Room.

Take Our Kids to Work Program

As part of the Legislative Assembly participation in the national Take Our Kids to Work program for Grade 9 students, the Library offered the visiting students an introduction to the library on November 4, 1998 and the next year on November 3, 1999. We were pleased to host a library daughter in 1999, with Tamara Ruzic, daughter of staff member Ivana Ruzic.

Legislative Library as Film Location

The Library continues to provide a film location for various productions. The Legislative Assembly is a participating partner with the Saskatchewan Property Management Corporation in a video production about the Legislative Building Restoration Project. Several short vignettes as well as the main production used the Library Reading Room as a backdrop for a number of interviews. Local film company, Partners In Motion, used locations in the Reading Room and Reference room several times in 1999 to film introductions for a WTN series *Beyond Medicine.* In December, 1999, Legislative Librarian Marian Powell participated in a short interview with Mark Rathwell of CTV News about long-time binder for the Legislative Library, Jack Perkins.

Consultations

From time to time, the Legislative Library is asked to provide service and resource orientations to public individuals and groups. Michele Howland gave a detailed resource tour to visiting Professor Stuke from Germany in September, 1998. In November of that same year, Marian Powell and Pat Kolesar met with an administrator with the RCMP to review options for library support services delivery in his institution.

On the 25th of January 1999, Leslie Polsom traveled to Moose Jaw to conduct a half-day training session for the Moose Jaw Public Library staff. The training session was entitled "Doing Legal Research: Following the Parliamentary Process and Finding Legislation". It included basic research with Statutes, Regulations and other legislative materials. The session began with a look at the passage of Bills and the work done in either the Parliament or the Legislature, as noted in Debates and Proceedings, the Journals, and the Gazette. This was followed by an explanation of the process involved in finding Statutes and Regulations. Leslie demonstrated useful finding aids for accessing and explaining the material and provided a bibliography of resources.

In February 1999, Marian Powell, Tim Prince and Michele Howland met with four people from the Saskatchewan Genealogical Society to review the resources and services that the library can provide to genealogists. That same month, Michele Howland and Tim Prince met with researchers from the Canadian Plains Research Centre for a resource orientation in support of their Saskatchewan Encyclopedia project.

III Collection Management

The Legislative Library is the longest established library in the Province with a valuable historic collection unique in Saskatchewan. Development and management of this collection is an important responsibility in the service of present and future legislators and citizens.

Saskatchewan Government Publications Deposit

Under section 68.4 (5) of *The Legislative Assembly and Executive Council Act*, all Saskatchewan government departments, boards, commissions and agencies are required to deposit with the Legislative Library six copies of all publications issued under their authority to the public. Two copies remain the property of the Legislative Library, two copies are provided to the two offices of the Saskatchewan Archives Board for permanent retention, and two copies are used to fulfill exchange agreements with the National Library of Canada and the Library of Congress.

Given the decentralised nature of publishing in the Saskatchewan Government, the task of tracking down publications and receiving the required copies presents a considerable challenge. In the two years covered by this report a total of 2539 monographic and serial titles published by the Saskatchewan government were received on deposit.

The continuing refusal of some agencies to provide any electronic publications under the deposit requirements of *The Legislative Assembly and Executive Council Act*, even when the Library is able to identify their existence remains a disturbing trend in light of the increased electronic publication of Saskatchewan government publications. Future access to many publications may be in doubt while publishing methods are in a state of flux, long-term stability of electronic media is unknown, and deposit requirements are under challenge.

Saskatchewan Local Information Collection

The Saskatchewan Local Information Files (LIF) contain current and historical information from hard-to-find sources and local societies and associations. This collection provides a valuable resource for MLAs and researchers looking for information on local groups. In

September 1998 a student assistant, Liza Vidomski, was hired to add records to the Library's catalogue database for each local association that responded to a questionnaire that had been distributed the previous year. The catalogue records for the associations include links to their Web sites in cases where the associations reported a Web address on their questionnaire.

Donations to the Collection

The Legislative Library collection benefits from donations by individuals, community associations and government departments. Any materials which do not correspond to the Library Collections Policy or which duplicate works already in the Library collection, are shipped to the National Library Book Exchange Centre for broader availability to libraries.

Each year the Library receives useful additions to the collection from the Lieutenant Governor's Office, the Legislative Assembly Office, the Speaker's Office, the Premier's Office and Executive Council offices.

The library also received donated materials from the following individuals and groups during the report period: Mr. Wayne Madden, Fort McMurray, Alberta; Mr. Walter Cook, Moose Jaw, Saskatchewan; Mr. Mark Koenker, MLA; the Hon. Ned Shillington, Provincial Secretary; Ms. Suzanne Murray, MLA; Ms. Sharon Baldwin, Regina; Mr. Jeffrey Stephaniuk, Norquay, Saskatchewan; and the Saskatchewan Women's Secretariat.

Mobile Shelving Project Completed

Installation of mobile shelving in the Library's storage facility in the Walter Scott Building began in the summer of 1998 and was accomplished in phases. The installation was completed in February 1999. During this same period, the Library gave up its remote storage facilities in the Old Health, Gemini, and Roloflex buildings as well as in the Legislative Building basement. The operation was further complicated by the concurrent relocation in September of the Support Services section's staff offices to the Walter Scott Building as a result of the Legislative Building Restoration Project.

Coordinating the movement of these scattered parts of the collection with the phased installation of the new mobile shelving, and ensuring that the various types of materials were properly intershelved was a gargantuan task that occupied much of Support Services Manager Gina Abel's time for six months.

The results were definitely worth the effort: for the first time in the memory of the current Library staff, all of the materials that cannot be accommodated in the Reading Room are housed in one place, and can be retrieved for the Library's clients when required. It will also be possible for the librarians to review all of the Library's older materials for preservation and retention decisions, and to plan for the incorporation of catalogue records for all older materials into the Voyager online catalogue database.

The installation of the mobile shelving is expected to provide sufficient space to allow the collection to grow at its current rate for several years. In the meantime, a secure locked area not currently required for Library collections has been provided to other Legislative Assembly Office branches for secure file storage.

Support Services Manager Gina Abel, with Mobile Shelving

IV Library Automation and Electronic Resources

RegLIN Consortium

The Library continues as a founding partner of the Regina Library Information Network (RegLIN). RegLIN is a multi-library, multi-institutional computer network for automated library services incorporated under the *Saskatchewan Non-Profit Corporations Act.* The Legislative Librarian is Vice-Chair of the consortium.

Using a shared library automation system, the holdings of all member libraries are available in the online catalogue. The Legislative Library is one of six libraries belonging to the consortium. The other libraries are:

- University of Regina Library
- Saskatchewan Department of Health Resource Centre
- Regina Health District Library
- Gabriel Dumont Institute Library
- RCMP Learning Resource Centre

Online access to these collections facilitates resource sharing and enables the Library to identify and acquire relevant locally-held materials quickly to meet the needs of Members.

During the report period, the members of the RegLIN Consortium were involved in the public consultation process of selecting a new University Librarian. Shortlist candidates made presentations to several groups of faculty and staff, including the RegLIN members. Lynn Kozun, Head of the Saskatchewan Health Resource Centre, formally represented the group on the Selection Panel.

Voyager Integrated Library System Implementation

At the end of the previous reporting period, the Library had implemented the cataloguing and circulation modules of the RegLIN consortium's new Voyager integrated library system. During the year covered by this report, work began on implementation of the acquisitions and serials module and the reporting module.

Newspaper Check-In Process Automated

On April 1, 1998, staff began using the serial check-in part of the acquisitions and serials module to record receipt of current issues of newspapers. Library staff and clients are now able to tell which issues of a given paper have been received simply by looking up the paper in the online catalogue.

Preparation to Automate the Ordering Process

In May of 1998 staff began entering order and invoice information into the acquisitions and serials module of Voyager, although the manual system continued to be used because the reporting module, which is used to produce printed purchase orders for submission to vendors, still was not working. Duplicating the manual system in Voyager, while time-consuming, was a worthwhile activity because it permitted staff to learn the system in an environment in which errors were not critical, and also because the data gathered by the system would be useful for a variety of statistical and analytical activities in the coming years.

Reporter Module Implemented

In December of 1998, the reporter module of the Voyager integrated library system became operational. The reporter module is used to generate purchase orders, claim notices for items not received, lists of materials on order, status reports on funds committed and expended, overdue notices, and statistical reports of circulation activities. When the first reports were produced, it was clear that some of the generic reports produced by the system, especially the purchase orders, were not satisfactory, and that staff would have to work on customizing them to suit the Library's requirements. A goal for the following year was to develop adequate in-house expertise in Microsoft Access in order to be able to accomplish the desired customizations. Circulation staff were pleased to be able to use this new module to generate their own overdue notices rather than having to rely on the University of Regina Library as had been the case with the old NOTIS system.

Growing the Voyager Database

In January 1999, library technician Chris Oxman was hired on contract to begin work on creating machine-readable catalogue records for the parts of the Library's collections that are not currently represented in the Voyager database. The centralization of these materials in the new mobile storage facility in the Walter Scott Building has facilitated this work. First priority is being given to the historical government publications collection. As records for these materials are added to the database, the materials are also being reclassified using the CODOC system that has been used for all government publications added to the collection since 1984.

The Library renewed library technician Chris Oxman's contract several times during the 1999/2000 fiscal year to enable his work on the conversion of the old card catalogues to continue. He continued to work on the historical government publications collection throughout the year. The permanent staff in the section also participated in this project, incorporating the materials that

Chris added to the database into the CODOC classification system that the Library uses for government publications and upgrading the older records to current standards. This work, in conjunction with ongoing database clean-up efforts necessitated by the migration from the NOTIS system to Voyager in the 1997/1998 fiscal year is taking up more Support Services staff time as the database continues to grow. Staff began keeping statistics on their database maintenance activities in the 1999/2000 fiscal year, and report that they corrected, upgraded, or made other types to changes to a total of 17,523 records this year.

Support Services Technician, Chris Oxman, at Stack Area Workstation

Automated Order Form Implemented

By the beginning of the 1999/2000 fiscal year, Library staff had developed enough proficiency with Microsoft Access to redesign the generic Voyager purchase order form to suit the Library's needs. A copy of the revised form was submitted to the government purchasing agency for approval early in the fiscal year. While waiting for approval of the new form, staff continued to duplicate the orders created under the current manual procedure in Voyager in order to gain experience with various aspects of the system. In June 1999, the Library successfully ran the Voyager fiscal period close process for the first time. This process rolls over the outstanding orders from the previous fiscal year into the ledger for the new fiscal year so that staff do not have to re-key all un-received orders at the start of the year. In August 1999, library technicians Gina Abel and Anne Hoffmann were trained to do the ordering and invoicing routines in Voyager. They will in turn train and supervise clerical workers who will be responsible for these routine activities once full implementation of the Voyager acquisitions module takes place and the current manual process is abandoned. This is expected to take place at the beginning to the 2000/2001 fiscal year

Electronic Resources

Technological changes continued to impact the way reference services were performed at the Legislative Library. Throughout this reporting period increasing numbers of materials in the Collection moved from book form to an electronic format, that is, either to CD-ROMs or Internet delivered products.

CD-ROMs

During the report period the Library's collection of CD-ROMs increased to over 250 titles. Housing and providing access to these materials required the installation of specialized hardware and the evaluation of the volume and type of use made of each of the CD-ROM products.

The twenty most important and heavily used CD-ROM products, including The Canadian Encyclopedia, the Canadian Research Index and the Globe and Mail, were loaded on one of the Legislative Assembly's internal servers and are accessible from all of the reference section's computer desktops.

In the fall of 1998 a jukebox device was purchased to provide housing for another 36 CD-ROMs in the second most important category. They were installed in the new jukebox at the CD-ROM standalone station in the Reference Room. These titles are available for staff or client use in the Reference Room although they are not networked and thus not accessible from other computers in the Library. The remaining CD-ROMs were stored either behind the Reference Desk in the Library or placed on bookshelves in the circulating collection.

During May, 1999 an inventory of all the reference CD-ROMs with their locations was developed. In June 1999 Leslie Polsom checked the Y2K compliancy of the CD-ROM products in the reference area.

Province-Wide Database License

The Legislative Library is a funding partner in a province-wide initiative to co-operate on purchasing licences that permit access to commercial databases by all libraries in Saskatchewan. The province-wide database license negotiations are co-ordinated by the Provincial Library as an initiative of the Multi-type Library Board.

The first license, purchased by the public library sector in the Spring of 1998, allowed all libraries in the province to access *InfoTrac SearchBank. InfoTrac* is made up of four databases of mainly American information sources: *Business and Company ASAP, Academic ASAP, General Reference Center* and the *Health Reference Center.* These databases provide indexing of articles from a vast array of periodicals, and in many cases even

the full-text of the articles is provided. *InfoTrac* became available at the Legislative Library in January 1999 and is accessible from any workstation in the Library.

In June of 1999 a Canadian product was added to the province-wide lineup. The Legislative Library is a substantial contributor to this package of several Micromedia products. This product includes the *Canadian Business and Current Affairs (CBCA)* database and the *Canadian Index of Legal Literature* which are among the Library's most frequently used reference sources. Like *InfoTrac*, they are accessible from any workstation in the Library.

In the spring and fall of 1999 several staff participated in teleconference workshops hosted by the Saskatchewan Library Association and the Special Libraries Association dealing with negotiating licenses for electronic products. The increasing number of electronic products available in the library marketplace make this a new core skill for special librarians.

Legislative Library Web Site

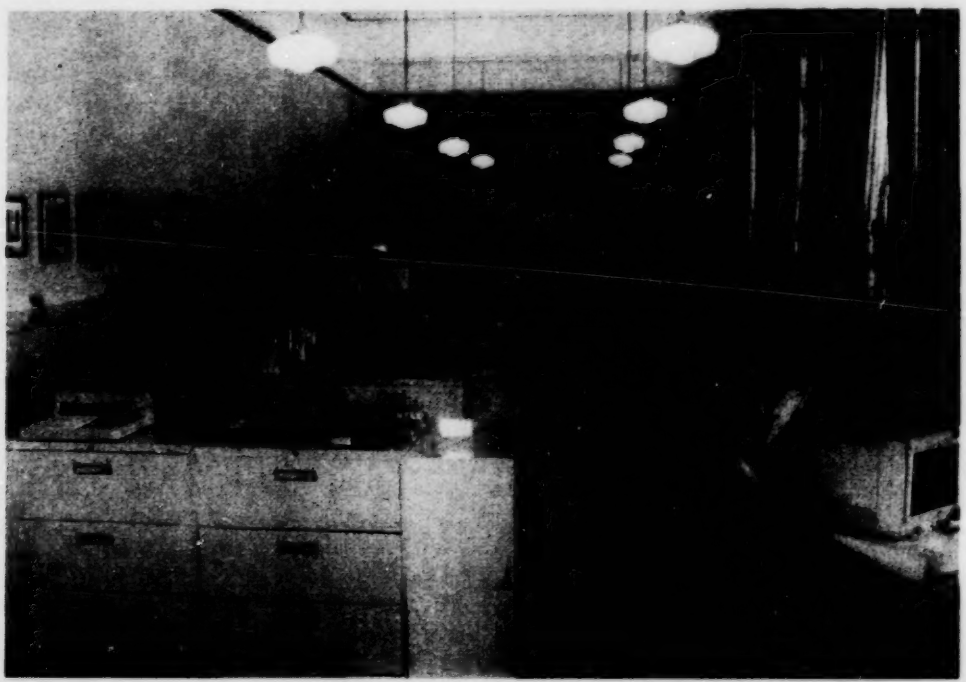
Development of the Legislative Library Web Site continued during the report period. The ongoing maintenance and updating of the site is handled by the Reference and Electronic Resources Librarian. Leslie Polsom prepared a pathfinder to help clients connect to the Library online catalogue. This information sheet was prepared in both paper and on the web site and has been very popular with clients.

The first statistical report for a full fiscal year, 1999/2000, shows the total number of visits to the Library web site of 17, 516 with a total number of page requests of 31,812. The most popular item on the Library web site after the Library Main web page, is the information sheet, *Premiers and Leaders of the Opposition Across Canada* with 2256 requests. *The Checklist of Saskatchewan Government Publications*, a list of the Saskatchewan government publications received within during the month in the Legislative Library followed close behind with 1130 page requests.

V Accommodation

Relocation of Staff Work Areas

In addition to losing time from their regular assignments as a result of the requirement to participate in the new classification process, staff in all areas of the library had their work disrupted by a series of major moves and alterations in their work areas resulting from the Legislative Building Restoration Project. The most serious impact on the Library was the loss of the stack area in the basement of the Legislative Building. This necessitated the transfer of all of the newspaper backfiles, including many cabinets of newspaper clippings, to the Reading Room, which in turn required that all but one public consultation table be moved to storage for the duration of the renovations.



Reading Room as temporary Stack Room

Support Services Section Relocated

The same basement area that formerly held the stack area was also the home of the Support Services staff. On September 18, 1998, the staff of the Support Services Section were relocated from room B26 in the Legislative Building to Room 211 in the Walter Scott Building.

Prior to the move, considerable time and effort were expended not only in planning the mechanics of the move itself, but also in the design of systems to facilitate communication between the Support Services staff and their co-workers who remain at the Legislative Building and to ensure that the flow of new materials to the Legislative Library continued to take place on a schedule acceptable to the public services staff.

One of the areas of greatest concern was mail service. All incoming mail is processed in Support Services at the Walter Scott Building. Arrangements were made to supplement SPMC's regular interoffice mail delivery services with a twice-daily courier run from Walter Scott to the Legislative Building in order to ensure timely delivery of mail and new library materials to the main Library location.

Now that there is a permanent staff presence in the same building that houses the library's remote storage facility, the staff in Reference and Circulation no longer have to make as many trips to the Walter Scott Building to retrieve stored items that have been requested by Library clients. All that is required is that a print-out of the catalogue record for the desired item be faxed to Support Services where one of the staff will retrieve the item from storage and add it to the next courier shipment.

There were some concerns before and shortly after relocations that Support Services staff would feel alienated from their colleagues who remained in the Legislative Building and vice versa. In order to maintain a sense of fellowship, monthly staff meetings alternate between the two buildings when the Legislature is not in session. Those staff whose work requires them to spend time at the Legislative Building are also able to work on maintaining their contacts with staff in the Library and other Legislative Assembly Office departments. Others have become active participants in committees that plan social activities for Library and Legislative Assembly staff.

On the whole, the relocation has been very successful. Most of the time, the flow of materials and information between the two locations proceeds as smoothly as it was hoped it would. Staff are pleased with their large, bright quarters and uninterrupted access to parking areas that are equipped with electrical outlets even though they still miss the beauty of the Legislative Building and the prestige associated with working there.

Support Services new office space

Reference Services Section Office Moves

The staff of the Reference and Circulation section moved not once, but twice during this reporting period. On October 9, 1998, the staff moved from their accommodations in the basement of the Legislative Building to a portion of room 119 after that space had been vacated by the Hansard branch. On February 2, 2000, they moved again, into a more suitable suite of offices in room 101. Once again, the amount of time required to pack and unpack office furnishings and personal work tools took staff away from their normal service duties for many hours.

Michele Howland and Tim Prince on Moving Day

VI Organization and Staffing

Long Service Recognition Program

In 1999 the Legislative Assembly introduced its first long service recognition program for legislative staff. Due to the specialised nature of legislative service, long service and experience is greatly valued. The first ceremony honouring long service staff was held November 10, 1999 in the Legislative Chamber hosted by the Hon. Glenn Hagel and Clerk of the Legislative Assembly Gwenn Ronyk. Families of the recipients were invited to be present.

Library staff honoured for long service were:

- Ten Years of Service: Gina Abel; Sandra Gardner; Anne Hoffmann; Michele Howland; Yvonne Mack; Laura Pogue
- Fifteen Years of Service: Pat Kolesar; Tim Prince;
- Twenty Years of Service: Judy Brennan; Marian Powell
- Twenty-five Years of Service: Faye Prince

New Classification System

On October 6, 1998, Legislative Library staff joined other Legislative Assembly employees at an information session on the new classification system that was being introduced to bring Assembly job classifications into conformity with classifications for equivalent positions in the broader public service. Each staff member then devoted a considerable amount of time to preparing a detailed Job Analysis Form (JAF) for their own position. The completed JAFs were reviewed by library management staff and submitted to the consultants hired by the Assembly to produce the new classification plan. In May of 1999, the consultants provided preliminary position summaries based on the JAFs to library management and a number of issues and discrepancies were discussed.

On September 7, 1999, another general Assembly staff meeting was hosted by the Human Resources Branch and the consultants to introduce the new plan, to explain how the final classification levels were determined, and to explain the process established for appeals. Staff were then given copies of their own position summaries with the new classification levels attached. Two library staff members chose to appeal their classifications. While neither appeal succeeded in raising the employees' classification levels, one employee's position was allotted a higher number of points than had originally been assigned.

Reference and Members' Services Staffing

The professional staff providing reference and current awareness services to Members have experienced a long period of staffing instability due to a combination of librarian vacancies and medical leaves affecting the professional staff. In the period of this report these conditions continued, placing extra pressures on remaining staff who were especially diligent in their changed and increased responsibilities.
A temporary sessional reference librarian position was staffed while the Director of Reference Services assumed the role of the Acting Member Services Librarian in addition to her existing duties. Appointed to the sessional position was Ellen Crumley, who worked July 6, 1998 – June 30, 1999, followed by Jane Blackett who began work July 13, 1999.

Legislative Library Staff

The Legislative Library has a permanent staff establishment of fifteen persons.

As of March 31, 2000 the following persons were members of the permanent staff:

Marian J. Powell, B.A., B.L.S.
Legislative Librarian

Assistant Legislative Librarian (vacant)

Michele Howland, B.A., B.L.S
Director of Reference Services
Acting Members' Services Librarian

Pat M. Kolesar, B.A., M.L.S.
Director of Support Services

A. Yvonne Mack, B.A., M.L.S. (Medical Leave)
Members' Services Librarian

Tim C. Prince, B.A., M.L.S.
Reference Librarian

Gina Abel
Support Services Manager

Faye Prince
Government Publications Technician

Anne Hoffmann
Support Services Technician

Zorka Ripplinger
Support Services Assistant

Ivana Ruzic
Support Services Assistant

Leslie Polsom, B.A., M.L.I.S.
Reference and Electronic Resources Librarian

Joelle Perras, B.Ed.
Client Services Assistant

Kim Franklin
Client Services Manager

Traci Willis
Administrative Assistant
to the Legislative Librarian

The following people were employed on a non-permanent basis:

Laura Pogue, B.A., B.L.S.
Reference Librarian

Gurmeet Bilkhu
Support Services Assistant

Graham Condo
Support Services Assistant

Tanya Weber
Client Services Assistant

Chris Oxman
Library Technician

Lori Grohs
Support Services Assistant

Jane Blackett, B.A., M.L.S.
Reference Librarian

Liza Vidomski
Support Services Assistant

Jessica Conly
Client Services Assistant

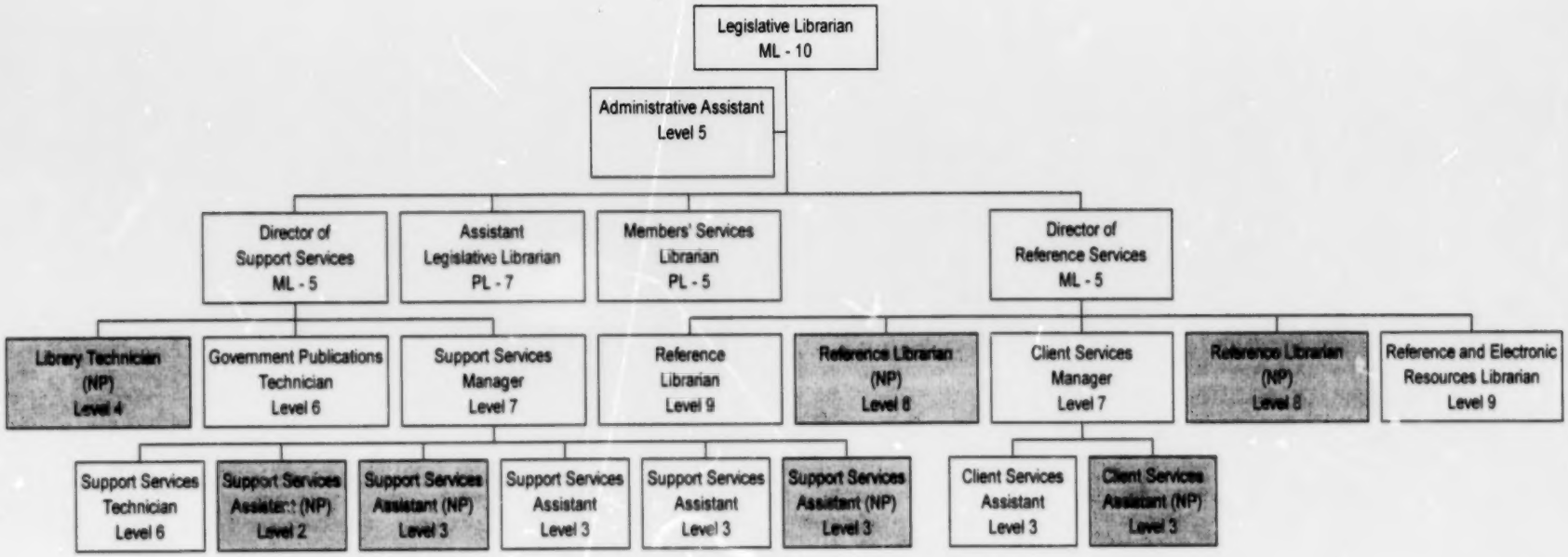
Resignations From Permanent Staff

Nicole Rowlinson, October 31, 1998

Resignations From Library Staff to take up positions with other branches of the Legislative Assembly

Marianne Morgan, June 3, 1998
Judy A. Brennan, B.A., B.L.S., May 31, 1998
Sandra Gardner, February 13, 2000

Saskatchewan Legislative Library Organization Chart
As of March 2000



Appendix A Statistical Summary

	1997/98	1998/99	1999/2000*
Reference and Circulation Services			
Reference Inquiries	4349	4197	3688
Computer Searches	4365	4696	3741
Commercial Courier (trips)	98	121	107
Photocopy Services to Clients (copies)	31933	38007	33833
Out of Library Circulation	7277	8066	6730
In-Library Use	33835	21475	15935
Total Circulation	41112	29541	22665
Interlibrary Loans Borrowed for Library Clientele	374	343	257
Interlibrary Loans Requested by Other Libraries	207	129	96
Total Interlibrary Loans	581	472	353
Members' Services			
Newspaper Clipping Service (clippings provided)	72585	58755	38901
Periodical Title Page Service (title pages provided)	4846	5616	3150
Computer Assisted CAS (citations provided)	95,035	100682	69787
New Book Alert (title pages)	3482	1282	754
Support Services			
Materials ordered (titles)	991	1403	974
Government Publications Received (items)	38635	30930	38528
Serials and Periodicals Received (items)	23727	24079	23993
Cataloguing (titles)	4381	5162	9065
Binding (volumes)	159	158	104
Materials Withdrawn (items)	26607	21786	19044
Listed for Duplicate Exchange	594	2154	8483
Material Distributed in Saskatchewan on Exchange	1044	231	459
Clippings Added to Newspaper Clipping File	163460	143425	128632
Saskatchewan Deposit Program			
Government Publications Received (titles)	911	1185	1354
Government Publications Sent to Micromedia	736	973	750

*Election Year - Services to MLAs suspended during Election

Appendix B Information Kits Prepared to Support Delegate Attendance at Conferences and Seminars 1998-2000

Commonwealth Parliamentary Association Westminster Parliamentary Visit

London, England
May 6-22, 1998

- British Government
- The Commonwealth
- Tony Blair
- Media Relations

Prepared for: Mr. Dale Flavel

Midwestern U.S./Canada Legislative Exchange
Columbus, Ohio
May 19-21, 1998

A Saskatchewan facts and statistics sheet was prepared for Exchange delegates.

Prepared for: Ms. Sharon Murrell
Mr. Bill Boyd
Mr. Ron Osika

10th Annual Commonwealth Parliamentary Association Seminar
Charlottetown, Prince Edward Island
May 21-28, 1998

- The Business of the House: Striking the Parliamentary Agenda and Balancing the Requirements of Government and Opposition
- Private Members and Their Relationship With the Executive and Civil Service
- The Various Roles of an MP: Obligations to Constituents and Party and Relationships With Interest Groups
- Parliamentary Sovereignty versus Judicial Activism: Conflict or Complement?

Prepared for: Mr. Mark Koenker

Commonwealth Parliamentary Association 37th Canadian Regional Conference
Toronto, Ontario
July 18-24, 1998

- Correcting Past Wrongs - When is it the Government's Responsibility?
- Conflict of Interest Guidelines – Too Little or Too Much?
- Will Referenda Make Government More Accountable?
- Parliament and the Courts – Who's Legislating Whom?
- Year 2000 and Technology – Are We Ready?
- The Creation of Canada's Two New Territories
- Have the Public and Government Abandoned the Environmental File?
- Pollsters, the Press and Political Winds of Fortune

Prepared for: Hon. Glenn Hagel
Mr. Grant Whitmore
Mr. Lindy Kasperski
Mr. Dan D'Autremont
Mr. Jack Hillson
Ms. Lynda Haverstock
Ms. Meta Woods

53rd Midwestern Legislative Conference
Indianapolis, Indiana
August 1-5, 1998

- The Age Wave
- The Future of the Midwestern Worker
- A Midwestern Regional Primary
- Telemedicine
- Education Reform:
  - A. Choice, Charters and Credits
  - B. Early Childhood Education
  - C. Testing: Assessing Student Achievement
- 1998 U.S. Elections Debate
- Winners and Losers in Electricity Deregulation
- Goal Setting
- Crisis Management
- The Essence of Leadership
- Travel Information on Indiana

Prepared for: Hon. Glenn Hagel
Mr. Myron Kowalsky
Mr. Ken Krawetz
Mr. Harvey McLane
Ms. Margaret Kleisinger

Canadian Council of Public Accounts Committees Conference
Yellowknife, N.W.T.
August 16-18, 1998

- Governments Moving Into the Third Millenium: Protecting the Public Purse in Light of Unprecedented Changes to Traditional Government Structures (From Federal, Provincial, Territorial and Legislative Views)
- Year 2000 and Technology: Are We Ready?
- The Creation of Canada's Two New Territories: Public Accounts Implications and Other Financial Statement Issues

Prepared for: Greg Putz
Ms. June Draude

Mr. Walter Jess
Mr. Mark Koenker
Ms. Violet Stanger
Mr. Ron Osika

44th Commonwealth Parliamentary Conference

"Globalization - Its Impact on Commonwealth Governments and Parliaments"
Wellington, New Zealand
October 13-23, 1998

- How can the Commonwealth assist in the protection and development of national and regional cultures in the face of increasingly globalized communications and entertainment?
- The Commonwealth's role in representing the interests of its more vulnerable members including overseas territories and the importance of foreign aid in alleviating poverty.

Prepared for: Hon Glenn Hagel
Ms. Gwenn Ronyk

Highway Transportation and Trade Visit

A Visit of the Members of the Commonwealth Parliamentary Association to
Washington, D.C. and Annapolis, MD
October 20-22, 1998

- Border Issues: U.S. Immigration Law Section 110
- U.S. and Canada Political Systems: A Comparison
- U.S. Drug Policy in Highway Transportation
- NAFTA Harmonization Process
- Priorities in Transportation Now and for the New Congress
- The 1998 Highway Bill
- Trade and Transportation : U.S. and Canada
- Travel Information on the Washington area

Prepared for: Mr. Andy Renaud
Mr. Jack Langford

21st Commonwealth Parliamentary Association Canadian Regional Seminar
Edmonton, Alberta
November 20-22, 1998

- Making a Difference: Private Members' Business in Alberta
- Proportional Representation (Yukon)
- Travel Information

Prepared for: Mr. Walter Jess
Mr. Lloyd Johnson
Ms. June Draude
Mr. Greg Putz

16th Conference of Canadian Presiding Officers
Ottawa, Ontario
January 7-10, 1999

- The Changing Political Compositions of Parliamentary Assemblies
- The Changing Demographics of Parliamentary Assemblies
- Ensuring Order and Decorum
- The Casting Vote
- Agreements to be Ratified by Legislatures: Case Study of the Nisga'a Treaty
- Oxford Style Debate: "Be it resolved that the televising of debates in legislatures and their committees is a key contributor to the understanding of our parliamentary institutions."

Prepared for: Hon. Glenn Hagel
Mr. Dale Flavel
Mr. Kim Trew

Partnership of Parliaments
Germany – Berlin, Saxony, Lower Saxony, and Hamburg
July 10-24, 1999

Travel information on Germany

Prepared for: Mr. Bill Boyd
Ms. Violet Stanger
Mr. Andrew Thomson

54th Midwestern Legislative Conference
Cincinnati, Ohio
July 17-21, 1999

- Midwest-Canada Relations
- Supreme Court Decisions
- How Legislators Can Affect Civic Involvement
- Smart Growth
- Alternative Energy
- Privacy and Technology in the 21st Century
- Travel Information on Cincinnati

Prepared for: Hon. Glenn Hagel
Mr. Jack Hillson
Ms. Arlene Jule
Ms. Pat Lorje

Commonwealth Parliamentary Association, 38th Regional Conference
Quebec City, Quebec
August 7-13, 1999

- Parliamentary Diplomacy
- The Parliamentary Conference of the Americas and Legislative Assemblies of Canada
- The Role of Parliamentarians in the Defense of

Large Canadian Industries on the International Scene
- The Commonwealth and the Commonwealth Parliamentary Association
- The Parliament in the Year 2000: Is Traditional Parliamentary Government Still Appropriate?
- The Role and Place of Independent Members
- Is the Party Line a Necessary Evil?
- The Financing of Political Parties

Prepared for: Hon. Glenn Hagel
Ms. Margaret Woods
Ms Sharon Murrell
Mr. Lindy Kasperski
Mr. Andy Renaud
Ms. June Draude
Mr. Harvey McLane

Clerks-at-the-Table in Canada Professional Development Seminar and Annual General Meeting
Waskesiu, Saskatchewan
August 17-22, 1999

- Briefing Guide for Conference Tour Conducted between Saskatoon and Prince Albert National Park.

- Selective Bibliography for Business Session 7: The Relationship Between Courts and Parliament

Prepared for: Ms. Gwenn Ronyk
Mr Greg Putz
Ms. Margaret Woods
Ms. Monique Lovatt
Ms. Pam Scott

Canadian Council of Public Accounts Committees Conference, 1999.
Quebec City, Quebec
August 29-31, 1999

Although in the end delegates did not attend the Conference because of the election call, information was compiled on the following topics:

- International Public Accounts Committees
- Sub-committees on Guidelines and International Standards Concerning the Financial Statements of the Public Sector of the Standing Committee on Public Accounts
- The Costs of Managing Drug Therapies

Canadian Parliamentary Association
22nd Regional Seminar
St. John's, Newfoundland
October 21-24, 1999

- Training of New Members
- The Role of Committees: Future Effectiveness in Parliament
- Technology – Use of Video Conferencing and the Internet – Advantages and Disadvantages
- Going to Court: The use of the Courts to Resolve Issues Pertaining to Legislatures
- Parliament/Media Relations: The Parliamentary Image: How Can It Be Improved?
- Question Period: How Is It Handled by Speakers?
- Canada's Water Policy
- Confederation
- Travel Information on Newfoundland

Prepared for: Mr. Dan D'Autremont
Ms. Debbie Higgins
Mr. Myron Kowalsky
Ms. Margaret Woods

17th Conference of Canadian Presiding Officers
Winnipeg, Manitoba
January 20-23, 2000

- The Intrusion of the Internet into the Functioning of the Legislative Assemblies
- The Royal Recommendation: A Case Study of a Ruling
- Potential Impact of Freedom of Information Legislation on Parliament
- Overview of the Partnership of Parliaments and State Legislature Leaders' Foundation

Prepared for: Hon. Ron Osika
Ms. Gwenn Ronyk
Mr. Kim Trew

How Washington Works Visit
A visit of the members of the Commonwealth Parliamentary Association to
Washington, D.C. and Annapolis, MD.
Sponsored by the Centre for Legislative Exchange
March 14 – 16, 2000

- Biographies of Presenters
- Fact Sheets on the U.S. Government and How It Works
- U.S. Canadian Relations
- Briefing Issues Before Congress
- How the Senate Works
- How Washington Works
- How the House Works
- State Senator's Role in the Legislative Process
- Issues of Youth Employment and Young Offenders' Programs

Prepared for: Mr. Brad Wall
Mr. Ron Harper

Appendix C Clientele and Service Policy

Goal of the Legislative Library

The goal of the Legislative Library is to provide information and reference services to Members of the Legislative Assembly. It strives to achieve this goal by acquiring, cataloguing, servicing and preserving books, newspapers, government publications and other materials to enable Members to carry out their Legislative responsibilities.

Primary Clientele

The Primary user group of the Legislative Library consists of the Members of the Legislative Assembly, caucus research staff, personal staff of members, and other legislative servants.

Primary Clientele

1. Lieutenant Governor's Office
2. Members of the Legislative Assembly
   (a) Members' personal staff
3. Caucus research staff
4. Legislative servants
   (a) Office of the Speaker
   (b) Legislative Assembly Office
      (i) Hansard
      (ii) Television
   (c) Legislative Counsel and Law Clerk's Office
   (d) Provincial Auditor
   (e) Legislative Library
   (f) Ombudsman
   (g) Children's Advocate
   (h) Conflict of Interest Commissioner
   (i) Information and Privacy Commissioner
   (j) Chief Electoral Officer
5. Other departments in the Legislative Building
   (a) Executive Council
   (b) Ministers' Office

Services

1. Personal borrowing privileges.
2. Interlibrary loan services to acquire necessary materials not available in the Legislative Library.
3. Photocopies and microcopies of library material.
4. Computer information retrieval reference support.
5. Advanced level of reference services.
6. Library information programs such as checklists, accession lists, and other related services.
7. Accelerated acquisitions and delivery of materials using courier, long distance telephone, electronic mail and other similar means. Hand delivery of material to locations in the Legislative Building. Same-day or next-day delivery of materials located off-site, or elsewhere in the city.

All service costs are absorbed by the Legislative Library.

Secondary Clientele

1. Saskatchewan civil servants.
2. Legislative press gallery.
3. Courts
4. Universities
5. Researchers
6. Lawyers (private practice)
7. Private business
8. General public

Services

1. Use of library materials within the Legislative Library.
   (a) Saskatchewan civil servants are encouraged to use their own departmental libraries, where these exist. Material not available in departmental libraries may be requested using the interlibrary loan process. Where there is no established departmental library, civil servants may request personal borrowing privileges on the understanding that Library rules for loan periods and return of materials will be complied with.
   (b) Researchers from outside the Saskatchewan government requiring access to the Legislative Library for materials not available from other libraries may register as a special borrower for the duration of the research project, on the understanding that the rules for loan periods and return of materials must be complied with.
   (c) All other requests for personal borrowing will be referred to appropriate public or corporate library.
2. Photocopies and microcopies of library materials at cost.
3. Basic reference service.
4. Provision of Legislative Library material located outside the Legislative Building on a batch basis.

Established by the Board of Internal Economy 1983

revised March 2000